

DEPARTMENT OF WORKFORCE DEVELOPMENT
DIVISION OF ECONOMIC SUPPORT
ADMINISTRATOR'S MEMO SERIES

ACTION: 99-12

ISSUE DATE: 6/28/99
DISPOSAL DATE: ONGOING

RE: PERFORMANCE STANDARDS
FOR CUSTOMER SERVICE

To: Child Support Agency Directors
County Department of Human Services Directors
County Department of Social Services Directors
County Economic Support Managers/Supervisors
W-2 Agency Directors
Tribal Chairperson/Human Services Facilitators
Tribal Economic Support Directors

From: J. Jean Rogers /s/
Administrator

With increased emphasis on supportive services in all our programs, there has been a heightened sensitivity to placing a more formal focus on customer service. The Child Support (CS), Income Maintenance (IM) and Wisconsin Works (W-2) agencies have always had a strong focus on quality customer service. The CS, IM, and W-2 agencies have used a variety of vehicles such as performance standards and work rules, both formal and informal to demonstrate their contractual obligations to ensure quality and consistent customer service.

The purpose of this memo is to require that customer service performance standards be created, if not already developed, and that a cooperative working relationship agreement among and between the identified partner agencies be established.

While agencies may include additional areas as standards for their local operation, the performance standards should at a minimum address the following categories:

- Timely handling of applications;
- Timely deadlines for scheduling interviews for customers;
- Actively assisting customers in securing the necessary eligibility determination information if requested to do so;
- Timely providing food stamp and Medicaid benefits, W-2 employment positions, or paternity establishment; and,
- Actively including the customer in creating a plan that will lead them to self-sufficiency.

This list is not meant to be comprehensive, but rather serve as identifying the broad categories that local agencies are to address for customer service and delivery.

ACTION STATEMENT:

1. Create a written plan and implement it for quality customer service;
2. Establish a process which addresses cooperative working relationship between and among the local identified partner agencies to serve the common customers, including handling of case records and information exchange which may require establishing a Quality Assurance workgroup, a Memorandum of Understanding (MOU), etc.; and,
3. Notify the Contract Manager in writing by November 1, 1999, that the agency has developed customer service performance standards and established cooperative working agreements with partner agencies and that copies will be made available upon request.

In summary, this administrative memo provides clarification to local agencies on the development of customer standards, and the establishment of cooperative working agreements with partner agencies to offer quality service to the customers of our programs.

REGIONAL OFFICE CONTACT:

Area Administrator